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DECEMBER 1992/JANUARY 1993

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DIGITAL

digital



The Pilkington Team
left to right - Standing: Michael Dwyer, Sue Lanigan, Martin Brown, Frank Hansen, Steve Jenkinson, Allan Savage, Michael Redmond and Jill Finch. Sitting: Kerry Young, Allison Hill, Michael Salisbury, David Burville, Bob Farrowell, Mal Chandler, Trudy Rawling and Robert Baker.

Digital is winning big business as a manager of other people's technology.

In our first total outsourcing contract, worth \$10 million over five years, Pilkington, an international glass maker and major Digital user based in Victoria, has handed us the reins of its computer systems and national network.

Digital took total responsibility for the computer operations and network management from the 28th September 1992. Most Pilkington users logged on and began work that morning as usual with no visible change to the service - a credit to the planning and efforts of the DECmove team.

Pilkington has achieved significant operational savings, access to the latest technology and tools plus improved levels of service and quality defined in the Service Level Agreement.

"Essentially we needed someone like Digital with access to technology we could never go out and buy," says Pilkington's financial director Pat Zito. "Outsourcing provided a source of competency in information management beyond the scope of any single company."

The Pilkington Business Unit has been established to manage the operations, staffed by a mixture of Digital and Pilkington people. We've re-located Pilkington's data centre away from its Dandenong site where power variations threatened reliability. It is now installed in the A Class computer facility of our partner organisation, Melbourne Information Technology Services and we run it remotely from our network and operations centre in Melbourne.

Pilkington's extensive network is monitored around-the-clock at our Network Management Centre in Sydney (see story in January 1992 *Digital*). "Pilkington has given us the opportunity to develop new business direction and valuable revenue," says Business Manager Mal Chandler.

"Digital Victoria now has the unique capability to deliver Facilities Management Services to customers who wish to divest their data centre management. The people who have joined the Pilkington Business Unit and those who supported the integration project are making a considerable contribution to Digital's future." ■

Australian-developed software which enables users of any Digital electronic mail product to send faxes by E-mail has been given a world-wide launch.

Inbound fax messages can also be received through the telephone line

LOCAL Success

and placed in a DECfax Mail operator's account for display on a terminal. The fax can then be printed or forwarded as a mail message.

DECfax Mail, which could earn \$30 million in exports for SPR, was developed by engineers at our Lane Cove facility for customers world-wide. ■



Breakthrough technology advances like our 64-bit Alpha chip only happen every decade or so and it seemed appropriate that a black-tie event launch the first range of computers using this technology.

Dinners were held at the Ritz-Carlton in Sydney and the Regent in Melbourne last month with the theme of 'Alpha AXP: Vision of the Future'.

In between being wined, dined and entertained (world-reknowned jazz supremo James Morrison, pictured, and a creative light display were two of the highlights)

a chip off
the old
block



senior management from our customers, industry press, consultants and analysts were introduced to the new technology that has been acknowledged as the platform for computing into the 21st century and was recently admitted by the Guinness Book of Records as the world's fastest microprocessor.

In the midst of upheaval in the industry, these very up-market events demonstrated to our senior customers that Digital is financially sound and that we are still the leaders in chip technology.

DIGITAL ADVANCES RADAR SURVEILLANCE USING ALPHA

MELBOURNE - October 1992 - Digital Equipment Corporation has signed a major agreement with Telecom Australia to supply computing hardware, including its new Alpha AXP range, for the Jindalee over the horizon radar project.

An early warning radar surveillance system, Jindalee's high frequency signals will help monitor about 20 million square kilometres of land and ocean to Australia's north, using Digital's 64-bit Alpha AXP chip - the fastest chip in the world - to observe ships, aircraft, weather patterns and sea conditions in 'real time' as they move. ■

DIGITAL MAKES FIRST ALPHA SALE IN AUSTRALIA

SYDNEY - September 1992 - The University of New England has bought the first Alpha-powered computer to be sold by Digital Equipment Corporation in Australia.

The \$300,000 desktide computer uses Digital's new 64-bit RISC architecture and will be delivered early next year.

The university will use the machine for research, electronic mail, statistics, application development in FORTRAN and teaching. It will be linked by UNE's ISDN network to its other campuses in Coffs Harbour, Lismore and Orange. ■

BIG exposure for \$MALL cost



Pictured above: Managing Director Ron Larkin, Minister for State Development and the Arts Peter Collins and Megan Alexander Cornelius, Managing Director Expertise Australia.

A media conference and industry briefing lunch was held at our Rhodes headquarters in October to announce the launch of the NSW Government's Information Technology and Telecommunications (IT&T) development program, in which we are a major participant.

"Our Rhodes facility was just what the Department of State Development was looking for to launch the program," explains Jim Peach, NSW Open Systems manager.

"The guest list was State Development's own and resulted in senior management from all areas of the industry attending. Never before had we so many representatives of our competitors under our roof at the one time."

According to Jim, MD Ron Larkin made the most of the moment by

delivering a speech that highlighted SPR's strong Q1 performance and demonstrated how our locally developed DECfax product and PC Integration Plant paralleled the objectives of State Development's industry plan.

"We shared the costs of the event with the State Development department - giving us real marketing and positive press exposure for a small dollar outlay," adds Jim.

"Feedback from the guests is that we put on a professional presentation and the resulting press exposure has suggested that this event went a long way to strengthening Digital's relationship with the NSW Government."

technology watch

The dog-eared road atlas takes a high-tech turn with Automap, a computer program that plots vacation routes faster than you can say Lamborghini.

Simply type in your trip origin and destination, as well as any intermediate stops. Tell it whether you want to leadfoot it at 120kph or cruise at a leisurely 60, whether you want highways, freeways or backroads and it automatically calculates the best routes to take and the predicted travel time.

The real crowd pleaser comes when the program draws a map on your screen and shows your path as a flashing line. The map also shows state boundaries, major cities and roads. By choosing from dozens of menu options, you can add overlays for rivers, mountains and parkland. You can zoom in on a particular locality, or zoom out for a view of all the states.

Automap is available for the US and Europe, but not yet Australia or NZ. Nor can it tell you where the speed traps are!

IT&T program explained

In light of the depressed economic times and the increased competition between States, the NSW Government has decided to invest in a program to boost the industries that are critical to the economic development of NSW - two of which are the information technology and telecommunications industries.

The Department of State Development and the NSW Government Information Industries Advisory Council (of which our Jim Peach is a member), surveyed NSW-based IT companies and developed a plan of action that includes:

- Developing a world class IT and telecommunications infrastructure in NSW to support the promotion of Sydney as the finance, business and telecommunications centre of the Asia/Pacific region.
- Strengthening the competitive position and economic standing of NSW by innovative exploitation of IT and telecommunications in industry and Government.
- Developing an IT and telecommunications export industry. ■

A Fond Farewell



After three years and \$30M earned in exports, the last MUXserver 300/310s is on its way to Holland, farewelled here by Lane Cove staff.

PACRIM down under

Last month SPR played host to PACRIM Board of Directors, a group of Digital Executives whose job it is to understand, sponsor and support Pacific Rim opportunities.

The Board meets twice a year, once in the Maynard area and once in a GIA region - this time it was our turn.

During the three-day stay in Sydney the Board met with the SPRMC to discuss SPR's overall performance and strategic opportunities. Through presentations and discussions with our marketing managers and senior customers, the Board was able to take a look at our marketing environ-

ment in general and gain an understanding of the significant business opportunities that we are pursuing in SPR.

The SPRMC and the Board hosted an excellent customer event at the Sydney Opera House.



Who is on the Pacrim board?

Win Hindle - Chair
Bob Palmer
Martin Hoffmann
Bill Johnson
Frank McCabe
Dick Poulsen
John Sims
Bill Steul

David Stone
Bill Strecker
Don Zereski
Charlie Christ
Russ Gullotti
Ed McDonough
Dick Fishburn
Art Fisher - Secretary

MAKING a SPLASH with ERP

Fred King, manager of our External Research Program (ERP), has launched a campaign to tell research institutions, government departments and our own people about this program.

The who, what, when, where and why of ERP is explained and exemplified in a booklet and video package which will be mailed to research professionals throughout SPR.

"We've produced the package with a couple of main aims," tells Fred. "We wanted to present Digital to the research community as an active partner with commitment to 'home-grown' research.

"We also wanted to collate information on research done in this region for presentation to Digital Industry

Business Units (IBUs), engineering and research groups around the world - the object being to enhance the image of Australian research and encourage dialogue and technology interchange.

"ERP is about technology transfer - increasing opportu-

nities for researchers whilst developing our own products and capabilities - and the package gives us an efficient means of presenting the program to the research world."



What is the External Research Program?

ERP is an international Digital program designed to support and sponsor world-class research in areas of interest to Digital.

Sponsorship normally takes the form of equipment and software grants, though it may also include other forms of resource sponsorship such as funding of a researcher or scholarship.

Throughout SPR, Digital monitors and assists researchers and often acts as a catalyst to bring together Australian and New Zealand researchers with Digital's research, engineering and marketing groups working on similar topics.

Examples of the kinds of research sponsored include visualisation on massively parallel computers, real-time reasoning systems, image analysis for exploration and signal processing.

For us the program is a way to maintain and expand our leadership role in computing, to monitor a broad spectrum of computer based research and to speed the technology development cycle. The program also improves Digital products and processes and enhances our competitiveness.

Over the past two years we have invested on average about \$12 million per annum through ERP. ■

WORKBUSTERS

Compiled by Richard Sicard

After hours calls are received by our security staff who have been using a hard-copy phone listing - often out of date.

James Cameron suggested that the security office be provided with a terminal so they could access the online C PHONE function, saving the customer the irritation of being transferred to the wrong extension.



Kylie Cousins, pictured far right, a Service Contract Administrator working with the CORE System, suggested a more efficient way of validating contracts: by upgrading a function in MISMENU called SSDC, start dates for each line item can be checked without generating a hard copy report. The solution was implemented by Rob Fakes, pictured left, from Regional Operations and has not only saved time but also increased

quality of output.



Though Lily Djevahirdjian, pictured centre, and Ida Fruci reside and work in different locations (Sydney and Melbourne re-



spectively) they came up with similar ideas on how to improve both the efficiency and quality of the Computer Management Group's order management processes.

Their solution was to process customer orders through the COPS/ROBAS systems. Ida and Lily worked on the development and implementation of the solution, conducting a customer survey on invoice layout and converting all the old orders to the new process.

The results have been impressive. Productivity and customer satisfaction have increased and revenue recognition has improved.



Vikram Motiani from Digital India spent over a year working with IS in Sydney, during which time he suggested the automation of IPRs as a WORKBUSTER program and became interested in the whole WORKBUSTERS concept.

Vikram is now implementing the WORKBUSTERS program and the Operations Productivity Program in India. Nice to share our knowledge. ■



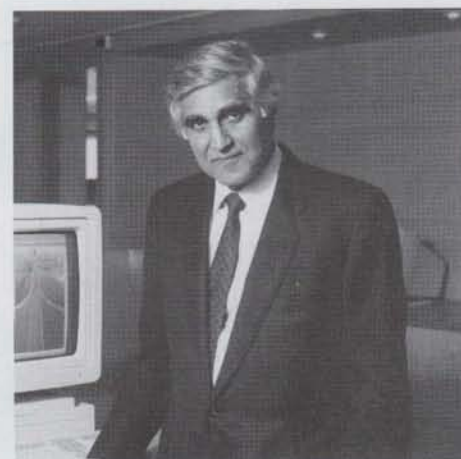
Dick Poulsen (above), former head of GIA has been appointed to head up Digital Europe. Taking over his GIA role is Bobby Choonavala (right), who has also been named a Digital vice president. Both Dick and Bobby report to Jack Smith, senior vice president of Operations.

MOVING TIMES

In his role as president of Digital Europe, Dick Poulsen will be responsible for conducting business in 56 countries, including the emerging markets of Central and Eastern Europe, as well as the Middle East and Africa.

Dick, who joined in 1968 as Canadian Customer Services manager, has been Digital vice president and president of Digital GIA since 1985 and a regular visitor to SPR.

In his role as president of Digital GIA, Bobby Choonavala will be responsible for conducting business in 40 countries, including Canada and countries in Latin America,



Asia, the Pacific Rim and the South Pacific.

Bobby, who joined Digital in 1966 as a project engineer in Maynard, Massachusetts, has headed the Asia region (previously known as the Far East region) since 1985 and was the first manager of the Dutch subsidiary. ■

..... PRESIDENT BOB PALMER

..... faces the press

Facing more than 100 reporters, financial and industry analysts for his first press conference, President Bob Palmer outlined Digital's short and long term direction, dealing with subjects ranging from management to workforce reductions.

In his prepared remarks, Bob reinforced the same messages he gave to employees in the first of a series of taped DVN broadcasts. The following are excerpts of Bob's answers to key questions posed at the press conference. The full transcript and the employee video are available from Corporate Communications.

DIGITAL'S DIRECTION:

We need to understand where computing is going. We need a clear vision and articulation for our company of what we believe the future of computing is and that our strategy aligns in that direction. We don't have that today. It's my responsibility, and my management team's, to ensure that there is a process in place to share that vision with our customers and employees.

NO EXCUSES MANAGEMENT:

At this level of management, at least, shareholders do not expect to hear excuses. What management should deliver at my level, and

at the level of those people who report to me, are results not excuses.

Of course mistakes will be made. I make plenty of mistakes. That is sort of inherent in being willing to make a decision. Sometimes your decision will not be correct. So what. You need to learn from those

petitive in every market.

We don't start out with a fixed number. We benchmark ourselves against our competitors. We prefer a bottoms-up approach that allows us to see what we need to do to be competitive in a business unit.

Restructuring will continue for the next couple of years but will be done in a caring and deliberate fashion. My forecast says that the rate of departure of employees from this enterprise will increase and increase significantly. We have to get costs down quickly. I do not believe additional restructuring charges will be needed to get our company to a competitive posture.

MANAGEMENT AND ORGANISA- TIONAL CHANGES:

There will be changes in the upper levels. I plan on bringing in individuals from the outside with additional skills and talents. Some of our senior

managers will find more attractive opportunities in the business units, perhaps not.

EXCELLENCE:

I see no appeal in striving to be mediocre. We must strive to be the best. ■



decisions and move on. Most of those decisions are correctable. We don't want an environment that discourages risk-taking.

COST REDUCTIONS AND RESTRUCTURING:

Cost-cutting is global. We need to be com-

in profile

Ros Mitchell, administrative assistant to managing director Ron Larkin, started with Digital in 1989, working with regional administration manager Terry Benson until being selected for her current position in 1991. Prior to joining us, Ros spent ten years working with the MD of a pharmaceutical company.

Among Ros' hobbies are cooking - her specialty is Indian cuisine - and music. She is "very happy pottering in the kitchen for hours, creating culinary delights whilst being serenaded by a symphony".



If that sounds peaceful and relaxing, hold on to your hats. Ros also enjoys theatre, opera and ballet, practices Tai Chi and has recently started ballroom dancing classes!

Then there is the scuba diving, about which Ros is "mad keen". Her annual diving holidays in the South Pacific have included trips to Fiji, the Isle of Pines in Noumea, the Solomon Islands and the mecca of all diving locations, Vanuatu, to dive the President Coolidge. In 1993 she is heading off to dive amongst the wrecks in Truk.

The old adage must be true - the more you do, the more you can do! ■

WOMEN IN THE TECHNICAL ARENA

✓ Sydney Customer Service Engineer Eedra Zey (right) has worked for Digital since August, 1991 and for six years before that was a Digital third party engineer. Eedra trained at a technical community college in Portland, Oregon. Her degree, which was sponsored by Digital, is an Associate Diploma in Applied Science, computer field servicing.

"I went into this field because I thought I would be able to get a job on any continent. I particularly like working in various locations, and with various customers, man-

aging my own time and being 100% responsible for my customers. My job affords opportunity each day to increase both my technical and interpersonal skills.

"I'm the only female CS engineer in Australia, and yet women are a natural in my area. Women have traditionally been trained to be the 'fix-it' person, specifically with people. We typically jump into a customer relations situation with a commitment to resolution. I'd like to see other women in CS engineering."



✓ Viki Forrest, pictured left, IS account manager for Sales, Marketing, Operations and Channels in Sydney, has the job of focusing on the business requirements of the Sales functions and then developing an IS strategy that will provide a solution for those requirements.

In 1978 Viki, who was managing a data entry department for a non-computer company, took up a part-time course in computer programming. In 1979 she got her first programming job and in 1984 Viki joined Digital IS as a team leader.

"My expectation was to move towards a management role. I was never going to be a technical whiz kid because I didn't have the tertiary qualifications nor did I have the interest.

"I chose the computer industry because I liked the logical, analytical nature of the industry and most importantly, it was a young industry that was growing quickly. I felt that women had a better chance of being treated equally and I believe I was right. I've seen far less discrimination in this industry than if, for example, I had gone into the building industry."



Carolyn Cameron, pictured right, Strategic Systems Development Manager based in Sydney, joined Digital three months ago from a similar job in Esso.

Carolyn has worked in the technical arena for over 20 years, since she graduated with a Bachelor of Science in Computing Science from Monash University - the first year that the course was offered. Carolyn has also done her Masters of Business Administration.

"At first I was going to do pure science, but I realised I didn't want to work in the clinical environment of a lab. Computing offered an intellectual challenge as well as the ability to work with people.

"It is an open opportunity industry in many ways. The number of women in technical positions has grown rapidly and women are doing

well in Sales. Though it is taking women a long time to rise to 'the top', these days that may be a personal confidence issue rather than a male/female matter."

Katrina Maffey, OZY engineer, has worked with Digital since February 1992, prior to which she was a research assistant in Biochemistry. Katrina was trained at the University of Queensland (Bachelor of Arts majoring in computer science, and before that a Bachelor of Science with honours in microbiology).

"I went into computing engineer-



ing after trying some computing science subjects at uni part-time. I really enjoyed programming. It seemed more rewarding in terms of results than biochemical research.

"There aren't very many of us are there? It would be nice to see more women applying for technical positions within Digital."

Anita Paul, New Zealand IS/Operations Manager, joined Digital in 1987 as a logistics clerk after five years in the shipping industry. Anita is studying for a NZ Business Diploma and has attended the management training, coaching and counselling and quality workshops run by Digital.

"I specifically wanted to move from the shipping industry to an industry that wasn't so aggressive in the way it treated women

employees. I had had enough of the wharf environment.

"As I had no technical bias and no clues about how a computer fitted together it was understandable I ended up in an administrative role when I joined Digital. I picked up a lot of knowledge about the business as I travelled through logistics, order processing and Customer Services.

"My aim was to have a management role in which I could utilise

my skills in problem solving and people management. I have a very methodical, project like approach to everything I tackle and I think this has helped me secure the positions I've had.

"Trying to understand the needs of technical staff has been a challenge for me, but the basics are still the same when managing people. It is great working in an industry where something new and challenging comes along almost every day."

Females in Information Technology (FIT) is a network set up by women in the IT industry to encourage more women to join the industry, to encourage women to reach their potential in the industry and to help all women in every walk of life

to better understand IT and how it affects their lives.

If you would like the FIT information kit, which offers a list of courses and background on careers within the industry, call (02) 389 4800.

Terri Frost discovered her interest in computing while working as an inventory control clerk at Honeywell in the US and changed her night school studies from Accounting to Management Information Systems. In 1975 Terri began night classes for a Bachelor of Science in Management IS, which she achieved with honours in 1985.

In 1977 Terri joined Digital as an analyst/programmer and began moving through the organisation. In 1989 she was transferred to



Australia to start and manage the SPR development group and this year was offered permanent employment in Australia as the Services and New Zealand IS Account Manager and the IS representative on the Quality team.

"I have found that working for IS in both the US and Australia has afforded me many opportunities to advance and grow, developing my interpersonal as well as technical skills. My experience has been one of constant challenge and learning."

AROUND the TRAPS

Compiled by Facilities
Manager Walter
Burroughs

New Melbourne office: The new Victorian State Office, which is expected to open in March 1993, will occupy the upper six levels of an eight storey building at 561 St Kilda Road. The building is now being fitted out to meet Regional and State Office needs. With all staff being housed under one roof productivity gains will be achieved. The move will result in the closure of the offices at Exhibition Street and Box Hill.

Rhodes improvements: Numbers using the facility have increased with the introduction of customer training ex Milsons Point - up to 500 trainees per month are using the new Learning Centre.

To enhance staff amenities equipment has been ordered for the a fitness centre which will open early in the new year, as will a small shop.

A proposal to upgrade the Customer Centre has been deferred for consideration in the FY 94 capital budget.

Mars Road/Mowbray Road: New leases have been negotiated for the retention of the manufacturing and logistic functions within the current premises.



Queensland: The Townsville office has relocated to new premises and arrangements are being made to relocate the Gladstone Customer Service office.

South Australia: A surplus Customer Service office at Sailsbury has closed.

Western Australia: A new Customer Service office has opened at Geraldton. ■

SHOWING OFF

SuperComputing 92 - Early this month (December 7-9) we are participating in the 1992 SuperComputing conference at the Melbourne World Congress Centre, the fifth event of its kind in Australia.

As well as being a major sponsor of the event we will reinforce our recent supercomputing product announcements - advancing Digital's own technology and giving us greater support capabilities for other vendors' products - with demonstrations of our commercial supercomputing applications.

Speakers from our US Massively Parallel Systems Group (MPSG) will be out here, including director of the group Charlie Wilson and consultants Johnathan Harris and Ajit Agrawal.

AURISA 92 - Late last month we took part in AURISA 92, the 20th annual international conference and technical exposition of the Australasian Urban and Regional Information Systems Association, held at the Hotel Conrad on the Gold Coast.

This was the largest and most comprehensive conference ever held on Local Information Systems and Geographic Information Systems (LIS/GIS) in the South Pacific. The event attracted some 600 decision makers from utilities industries and government.

We took a leading role at the conference with a large stand that included four of our CSOs (Complementary Solutions Organisation), a display of our research activities in this area and the presentation of a number of papers. We also hosted a cocktail party for prominent attendees.

"The objective of our significant involvement in AURISA," says John Davidson, SPR's new Environment and GIS marketing manager, "was to announce to this market and our partners that Digital has a range of solutions in the environment arena and in LIS/GIS and that we intend to play a major role." ■

CAREER MILESTONES

December 87

- ✓ Nancy Chng SNA CSS
- ✓ Gregory Leighton MEO CS
- ✓ Nick Mihelakis MEA CS
- ✓ Cassandra Ellis SNM SLS
- ✓ Margaret Potter SNO MFG
- ✓ David Roze SNO SLS
- ✓ David Knowles CAO CS
- ✓ Shelley Baudinet SNO SLS
- ✓ Gregory Larkey SNO OPS

82 ✓ Gregory Sullivan SNA CS

77 ✓ Steve Kendrick SNO SLS

January 88

- ✓ Valerie Blanker MEO MFG
- ✓ Carole Crawford SNO CS
- ✓ Darab Kanga SNO FA
- ✓ Geoffrey Leong SNA CSS
- ✓ David Moss SNA CSS
- ✓ Patrick O'Leary CAO CS

83 ✓ Stanley Chiu SNO CS
✓ Henry Coppins NLO CS
✓ Michael Watts SNO CS
✓ Peter Woodcock WPO DS

78 ✓ Geoff Lang SNO MKT ■

WINNING STREAK

Account: Pilkington Australia Ltd
Order by: Steve Jenkinson
Assisted by: David Burville, Cris Nicolli, Michael Dwyer, Wim DeVlyder, Andrea Godwyn and many others
Location: Melbourne
Volume: >\$10M over five years
Application: Outsourcing computer operations

Account: MOBIL/PRA
Order by: Bill O'Connor and CMC
Assisted by: Mike Bazely, Brenton Rule
Location: ADO
Value: \$120,000
Application: PCs (beat COMPAQ)

Account: Co-Op Bulk Handling
Order by: Bill O'Connor and CMC*
Assisted by: Mike Bazely, Brenton Rule
Location: ADO
Value: \$600,000 this year
Application: PCs (beat COMPAQ)

Account: SITA (Societe Internationale de Telecommunications Aeronautiques)
Order by: Chris Papaioanou ✓
Assisted by: Leigh Berrell, Leanne Cousemacker
Location: Sydney
Value: \$325,000
Application: Network Integration Services (NIS) contract to upgrade the common user terminal equipment at Sydney Airport

Account: Department of Health, Housing and Community Services
Order By: Terry Bell ✓
Assisted By: Dick Michell, Di McGee, Maree Callan, Jeff Parker, John Baker, Malcolm Bruce, Marie Santsingh, Dave Knowles, David Lynch, Trevor Schumacher, John Feigle
Location: Canberra
Value: \$1.23M
Application: Desktop Integration

Account: HANSARD
Order by: Roger Adamson and CMC
Assisted by: Brenton Rule, Mike Bazely
Location: ADO
Value: \$120,000
Application: PCs

* a Digital CSO

WORLD UPDATE

America

Digital has won the Milton R. Wessel Award for Corporate Social Responsibility from the Information Technology Association of America, the largest IT trade association in the US.

In a new survey of nearly 250 executives at utility companies in 60 countries, we have been named vendor of choice for Energy Management Systems (EMS) and Supervisory Control and Data Acquisition Systems (ADA).

The study shows Digital leading in worldwide mentions in 84% of the EMS sites and 75% of the SCADA sites. IBM follows with 55% of the EMS sites and 45% of the SCADA sites. Control Data and Hewlett-Packard are in third and fourth place.

We have signed an agreement with IBM to co-operatively offer disaster recovery services to customers operating in a mixed IBM and Digital environment.

The agreement enables customers to recover both the Digital and IBM components of their information system through a single point of contact. It also provides Digital and IBM 24-hour access to each others' recovery centres across the United States.

We were among 10 of America's top corporations and their networking partners who won ENNE awards, recognised for our multi-protocol, multi-vendor data network with over 85,000 computers interacting in a peer-to-peer global network.

Greece

After several years of success for Digital in Cyprus through our agent there - GCC (Computers) Ltd. - we have now opened Digital Equipment (Cyprus) Ltd., a wholly owned subsidiary directly supported by Digital Europe's Country Development Group.

Our strong position in Cyprus comes from such strategic wins as the 1991 contract with the Cyprus Telecommunications Authority for the largest and most ambitious information technology project ever undertaken in Cyprus: a \$US8 million investment in equipment and services.

While continuing to focus on the Cypriot public sector, we will also target the private sector through our international and local network of solutions and partners ■

MAKING THE MOST OF ALL-IN-1

with Kerry Holling

Q I receive many new mail messages each day. Each time I receive a new message the system sends me a message indicating 'New Mail Received from' I find this very annoying especially when creating (editing) a message or document. Is there a way I can turn this notification off?

A Yes. Use the US option (User Setup) and select SWC (Set Working Conditions). Under the heading "Notification of:" tab down to "New Mail:" and enter N.

Q How do you send a Distribution List to another ALL-IN-1 user so that they may also use the list.

A Start from the WP menu. SElect the document containing the distribution list from the DISTRIBUTION LISTS folder. Use S to send the document to recipient.

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Please send contributions to:
- Digitalk SNO1-3/F5
- ALL-IN-1 to Hazel Broadbent
- Telephone (02) 561 5192
- Facsimile (02) 561 5850



In an exciting new step towards a higher level of customer service, we are launching our Software Select Club this month.

The Software Select Club will give customers priority access to Digital software and services, as well as a full range of member benefits, including:

- Priority access to DECdirect
- Exclusive CD Rom software trial/purchase system

The recipient must FA (File Attachment) into their DISTRIBUTION LISTS folder and name the document using either format xxxx: or @xxxx.

Q Whilst editing I occasionally would like to be able to quit an editing session without saving in order to recover my original text and start over. Can this be done?

A Instead of using GOLD/F to file your changes use GOLD/K. You will be asked if you really

STAND-BY

to select!

- Software releases for club members only
- Bi-monthly Select Club News letter
- Technical hints
- Select Club deals on our PCs and hardware

According to Software Select Club manager Fidelma Warner, "The purpose of the Club is to give our customers better access to Digital and to make doing business easier. It will also provide the most efficient and secure way to purchase Digital software. We have a company wide commitment to this project. ■"

want to end without saving changes. Answer Y.

Q Occasionally I receive messages that have sentences that are too long to be contained within an 80 character line. How can I set my terminal to display 132 characters per line?

A Easy! While reading the message press GOLD/E and then move the cursor (arrow key) along. ■

260288
ROBERT MACRAE
PRINCIPAL ANALYST/PROGRAMMER
SNO2-2/E4